

<p><b>CSG</b> <b>Client Services</b> <b>Guide</b></p>	<p><b>Date Issued</b>  10/1/07</p>	<p><b>Subject</b> Mission Statement Putting People First Purpose of CSG</p>	<p>Preface</p>
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## **Mission Statement**

*Making a positive difference through education and service*

The Department of Elementary and Secondary Education is a team of dedicated individuals working for the continuous improvement of education and services for all citizens. We believe that we can make a positive difference in the quality of life for all Missourians by providing exceptional service to students, educators, schools, and citizens.

### **We provide leadership and promote excellence.**

- Champion high-quality services to persons with disabilities
- Advocate equity and access for all persons
- Develop all divisional staff and community service providers
- Establish standards that demand excellence and build a solid foundation for lifelong learning, workplace skills, and citizenship
- Evaluate program and policy effectiveness
- Share best case practices
- Carry out mission with economy and minimized paperwork burden
- Assist persons with disabilities by providing individualized support and services
- Create a caring workplace that fosters teamwork and personal and professional growth

### **We promise to greatly exceed customers' expectations.**

- Listen to those we serve in order to improve our operations and adapt to changing needs
- Forge partnerships to improve our services
- Value each employee's contribution to achieving this mission

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## Putting People First

Putting people first means ensuring that the Missouri Division of Vocational Rehabilitation provides the highest quality of employment oriented services to Missourians with disabilities. All of our policies, procedures and practices will reflect our commitment to providing consumers with the highest quality of service available. This commitment will always reflect and support the Missouri Division of Vocational Rehabilitation's Mission.

### Customer Service Standards We Will...

- Treat you with courtesy and respect
- Respond to you in a timely and professional manner
- Ensure informed choice and encourage your involvement in the rehabilitation process
- Assure that you are assisted by staff who are caring and competent
- Make information and services easily accessible
- Welcome your suggestions and comments and promptly respond to your complaints
- Serve as an advocate for you
- Inform you of your rights as a consumer

## Purpose of Client Services Guide (CSG)

The Client Services Guide (CSG) has been prepared to assist counselors in helping all Missourians with disabilities who want to work become successfully employed. Included in this guide are best case practices, with reference to federal regulations and state rules when applicable, and statewide agency agreements. Best case practices are to be used as guidelines, not restrictions, in the timely provision of quality client services that reflect the following operating principles of a **High Performing Organization (HPO)**:

- ◆ Act with a sense of urgency
- ◆ Provide quality customer service
- ◆ Maximize our resources
- ◆ Do the right thing
- ◆ Put people first
- ◆ Continuously evaluate our practices / processes

The CSG is in compliance with the [Code of Federal Regulations \(CFR\)](#) and the Code of State Regulations (CSR) [Chapter 4](#) and [Chapter 5](#), which will be referenced throughout this guide.